



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY DENTAL COMMAND
2050 WORTH ROAD
FORT SAM HOUSTON, TEXAS 78234-6000

REPLY TO
ATTENTION OF

MCDS

25 March 2004

MEMORANDUM FOR All U.S. Dental Command Personnel

SUBJECT: U.S. Army Dental Command (DENCOM) Policy Letter 04-21, Dental Treatment Facility (DTF) Report Cards

1. ASD (HA) Policy 98-010, ASD (HA) Policy 98-016, and MEDCOM Policy direct all medical/dental treatment facilities to publicly display a MTF/DTF Report Card. The purpose of the report card is to enhance communication between patients and the treatment facility regarding key performance metrics.
2. The revised DTF Report Card maximizes the use of existing electronic data to minimize additional efforts by the command. The Patient Satisfaction measures were the major change in the 2000 iteration of the DTF Report Card and can be viewed electronically at <http://www.usuhs.mil/tscchs/>. **The 2002 changes to the report card focus on the calculation method of the Access to Care times and adds a requirement for each clinic to forward their Report Cards to their RDC. The RDC is responsible to forward access to care times to the DENCOM.**
3. An updated template for the Report Card is available so that the overall appearance and core content will be uniform throughout the DENCOM. Minimal modification of the Report Card at local levels is authorized, provided the basic format and visual appearance is not altered.
4. An enlarged version of the report card should be placed in a conspicuous location at each DTF. The report card should also be available via other means (i.e. the Internet, pamphlets, and handouts).
5. Each clinic MUST forward either a copy of their report or an e-mail with the access times to their RDC Executive Officer by the 13th of the month following the end of the quarter. The RDC Executive Officer, or their appointee, will forward a template containing all the access times to DENCOM by the 17th of the month.
6. Updated instructions are available to aid personnel in properly completing the Report Card.
7. Point of contact is MAJ Jeffrey Chaffin at DSN 471-8865/6528.

Signature Authenticated by ApproveIt?
Approved by: sidney A. Brooks,
on: Friday, 26 March, 2004 at 12:11:25

SIDNEY A. BROOKS
Colonel, Dental Corps
Commanding